## APPENDIX A FORMS

#### Section V.C.1.

Notice of Privacy Practices Acknowledgment of Receipt of Notice of Privacy Practices

#### Sections V.C.2.a. and V.C.2.d.

Request for Access and Authorization for Disclosure of Protected Health Information Denial of Request for Access and/or Authorization for Disclosure of Protected Health Information

#### Section V.C.2.b.

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Denial of Request for Amendment to Protected Health Information

Response to Statement of Disagreement with Denial of Request for Amendment of Protected Health Information Acceptance of Request for Amendment of Protected Health Information

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#### The Village of Waterford Fire and Rescue Department

#### **NOTICE OF PRIVACY PRACTICES**

## THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

<u>PURPOSE OF THIS NOTICE</u>. The Village of Waterford Fire and Rescue Department is required by law to maintain the privacy of certain confidential health care information, known as Protected Health Information or PHI, and to provide you with a notice of our legal duties and privacy practices with respect to your PHI. This Notice describes your legal rights, advises you of our privacy practices, and lets you know how we may use and disclose PHI about you.

The Department is also required to abide by the terms of the version of this Notice currently in effect. In most situations we may use this information as described in this Notice without your permission, but there are some situations where we may use it only after we obtain your written authorization, if we are required by law to do so.

This Notice applies to all of the records relating to your care maintained by the Village of Waterford Fire and Rescue Department. However, please note that your private doctor, and/or treating Hospital Emergency Department have separate policies and/or notices about the use and disclosure of health information that is maintained by them.

<u>USES AND DISCLOSURES OF PHI</u>. We may use PHI for the purposes of treatment, payment, and health care operations without your permission, as follows:

<u>For Treatment.</u> As we treat you, we may provide your health information to other medical personnel. For example, we provide your PHI to doctors and nurses who give orders to allow us to provide treatment to you, and to other health care personnel and the hospital to which we transfer your care and treatment.

For Payment. We may use your health information in order to get reimbursed for the services we provide to you. For example, we may submit information to our billing service, which in turn bills you, Medicare, or your insurance company. If you inform us that you will pay the bill personally and do not want it submitted to an insurer, however, we will honor that request if the bill is paid. We may also reveal PHI when necessary for the collection of outstanding bills.

<u>For Health Care Operations</u>. We may use your PHI to help us improve the quality of care we provide or to respond to inquiries about the care provided. For example, we may use your PHI for quality assurance activities, licensing, and training programs to ensure that our personnel meet our standards of care and follow established policies and procedures.

OTHER USES AND DISCLOSURES OF PHI WITHOUT YOUR AUTHORIZATION. The Village of Waterford Fire and Rescue Department is permitted to use PHI without your written authorization or opportunity to object in certain situations, except as specifically noted below, including the following:

Family and Friends for Care and Notification. We may disclose PHI to a family member, other relative, close personal friend, or other individual identified by you that is relevant to the person's involvement in your care if we obtain your verbal agreement to do so, if we give you an opportunity to object to such a disclosure and you do not raise an objection, or we infer from the circumstances that you would not object. For example, we may assume you agree to our disclosure of your personal health information to your spouse when your spouse has called the ambulance for you. In situations where you are not capable of objecting (because you are not present or due to your incapacity or medical emergency), we may, in our professional judgment, determine that a disclosure to your family member, relative, or friend is in your best interest. In that situation, we will disclose only health information relevant to that person's involvement in your care. For example, we may inform the person who accompanied you in the ambulance that you have certain symptoms and we may give that person an update on your vital signs and treatment that is being administered by our ambulance crew. We may also disclose PHI under the provisions above to notify, assist in the notification of (including identifying or locating) your family member, personal representative, or other person involved in your care of your location, general condition, or death.

<u>Disaster Relief Purposes</u>. We may disclose PHI to a public or private entity involved in disaster relief efforts (such as the American Red Cross) so that your family may be notified of your location, general condition, or death.

Required by Law. We may disclose your PHI when required by law to do so, to the extent required or allowed under the applicable law.

Public Health. We may disclose your PHI to a public health authority that is authorized by law to receive such information for the purpose of preventing or controlling disease, injury or disability, including reporting a birth, death or disease, as part of a public health surveillance or investigation, to report child or adult abuse or neglect or domestic violence, to report adverse events such as product defects, or to notify a person about exposure to a possible communicable disease as required by law.

Reporting Victims of Abuse or Neglect. We may disclose your PHI if we believe you have been a victim of abuse, neglect or domestic violence if the disclosure is required or authorized by law, or if you agree to the disclosure. We will notify you or your personal representative that we have made the disclosure unless we believe that doing so would place you at risk of serious harm, or that the personal representative is responsible for the abuse, neglect or domestic violence.

<u>Health Oversight Activities</u>. We may disclose your PHI for health oversight activities including audits or government investigations, inspections, disciplinary proceedings, and other administrative or judicial actions undertaken by law to oversee the health care system, including for health care fraud and abuse detection or for activities related to compliance with the law.

<u>Legal Proceedings</u>. We may disclose PHI for judicial and administrative proceedings as required by a court or administrative order, or in some cases in response to a subpoena or other legal process.

<u>Law Enforcement Purposes</u>. We may disclose PHI for law enforcement activities in limited situations, such as when there is a subpoena for the request, when the law requires the reporting of certain types of wounds or physical injuries, or when the information is needed to locate a suspect or stop a crime.

<u>Death</u>. We may disclose PHI to coroners, medical examiners, and funeral directors for identifying a deceased person, determining cause of death, or carrying on their duties as authorized by law.

Serious Threats. We may disclose PHI to avert a serious threat to the health and safety of a person or the public at large.

<u>Specialized Government Functions</u>. We may disclose PHI for military, national defense and security and other special government functions. This also applies if you are in the lawful custody of a law enforcement officer or correctional facility.

Workers Compensation. We may disclose PHI as authorized by law to the extent necessary to comply with workers compensation laws.

<u>De-identification</u>. We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.

Any other use or disclosure of PHI will only be made with your written authorization. The authorization must specifically identify the information we seek to use or disclose, as well as when and how we seek to use or disclose it. You may revoke your authorization at any time, in writing, except to the extent that we have already used or disclosed medical information in reliance on that authorization.

PATIENT RIGHTS. As a patient, you have a number of rights with respect to the protection of your PHI, including:

The right to access, copy or inspect your PHI. This means you may come to our offices and inspect and copy most of the medical information about you that we maintain. We will normally provide you with access to this information within 30 days of your request. We may also charge you a reasonable fee for you to copy any medical information that you have the right to access. In limited circumstances, we may deny you access to your medical information, and you may appeal certain types of denials.

We have forms available for you to request access to your PHI and we will provide a written response if we deny you access and will inform you of your appeal rights. If you wish to inspect and copy your medical information, you should contact the privacy officer listed at the end of this Notice.

The right to amend your PHI. You have the right to ask us to amend written medical information that we may have about you. We are permitted by law to deny your request to amend your medical information only in certain circumstances, like when we believe the information you have asked us to amend is correct, or we did not create the information. If you wish to request that we amend the medical information that we have about you, you should contact the privacy officer listed at the end of this Notice.

The right to request an accounting of our use and disclosure of your PHI. You may request an accounting from us of certain disclosures of your medical information that we have made in the six years prior to the date of your request. We are not required to give you an accounting of information we have used or disclosed for purposes of treatment, payment or health care operations, including when we share your health information with our business associates for any of those purposes.

We are also not required to give you an accounting of our uses of protected health information which we have given to you, incident to an authorized use or disclosure, pursuant to your written authorization, for national security or intelligence purposes, to correctional facilities or law enforcement officials as required or allowed by law, or when your right to receive the information has been suspended by law. If you wish to request an accounting of the medical information about you that we have used or disclosed that is not exempted from the accounting requirement, you should contact the privacy officer listed at the end of this Notice.

The right to request that we restrict the uses and disclosures of your PHI. You have the right to request that we restrict how we use and disclose medical information that we have about you for treatment, payment or health care operations, or to restrict the information that is provided to family, friends and other individuals involved in your care. We are not required to agree to a requested restriction, but if we agree to a restriction we are required to abide by it except when the information you asked us to restrict is needed to provide you with emergency treatment. In that case, we may use the PHI or disclose the PHI to a health care provider to provide you with emergency treatment.

The right to request that you receive communications from us at a different place or by different means. You have the right to ask that we send you PHI by alternative means or at alternative locations if you state that the disclosure of the information could endanger you. We will accommodate reasonable requests.

The right to obtain a copy of this Notice. We will make a good faith effort to give you a copy of this Notice at the time of service, however, in an emergency situation, we will provide the notice as soon as reasonably practical. We will also attempt to get your acknowledgement that you have received the Notice, but are not required to do so in an emergency situation. We will also have the Notice available at the Waterford Fire and Rescue Department office at 122 N. Second Street, Waterford. You may always obtain a paper copy of this Notice upon request, and may request it by email. It may be posted on the Village of Waterford website.

Revisions to the Notice. The Village of Waterford Fire and Rescue Department reserves the right to change the terms of this Notice at any time, and the changes will be effective immediately and will apply to all protected health information that we maintain. Any material changes to the Notice will be promptly posted in our facilities and may be posted to the Village of Waterford web site. You may obtain the most current version of this Notice by contacting the Privacy Officer identified below.

<u>Your Legal Rights and Complaints</u>. You have the right to complain to us, or to the Secretary of the United States Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against in any way for filing a complaint with us or to the government. Should you have any questions, comments or complaints you may direct all inquiries to the privacy officer listed at the end of this Notice.

If you have any questions or if you wish to file a complaint or exercise any rights listed in this Notice, please contact:

Privacy Officer
Assistant Chief-EMS
Village of Waterford Fire and Rescue Department
122 North Second Street
Waterford, WI 53185
262-534-3911

Effective Date of this Notice: March 1, 2014

#### ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES

By signing this form, you acknowledge that the Village of Waterford Fire and Rescue Department has given you a copy of its Notice of Privacy Practices, which explains how your protected health information will be handled in various situations.

I hereby acknowledge that I have been provided with a copy of the Village of Waterford Fire and Rescue Department's Notice of Privacy Practices on this date.

Da	te				
Pa	tient's Name Printed	Treating EMT			
 Pa	tient's Signature	Parent or Legal	Guardian of a	a Minor Patient's S	Signature
Str	eet Address				
Cit	y, State and Zip Code				
То	be completed by the Village of Waterford Fire and	d Rescue Department	t if the Ackno	wledgment is not	signed.
1.	Does patient have a copy of the Notice of Privac	y Practices?	Yes	No	
2.	Please explain why the patient was unable to sign Rescue Department's efforts in trying to obtain t			d the Village of W	aterford Fire and
3.	The Notice of Privacy Practices was sent t	o the patient in the ma	ail on		

### Request for Access and Authorization for Disclosure of Protected Health Information

Patient	t information:			
				Date of Birth:
Addres	S:	Loot Four Digits	s of Social Security No	
relepni	one	Last Four Digits	s of Social Security No	
<u>Author</u>	rization:			
I author	rize the Village of Wat	erford Fire and Rescue Dep	partment to release the medical i	nformation listed below to:
Name:				
Addres	s:	Fax		
Teleph	one	Fax	Email _	
Deliver	ry Options:			
Self:			Mailed to Address Above to pick up my records.	
Other:			Mailed to Address Abov d to Email Address Above	/e
Purpos	Insurance Eligil		Personal (at the request o egal Investigation (indicate wheth	
Rescue Rescue	Records for the follow	service beginning		g
	ve Dates: This author om the date of signatu		If no date is entered, the a	uthorization will be valid for one
health i a fee for receive informatinf	information that I have or the copies in accord treatment. I understa ation may not be subje ation. I am aware that	authorized to be used or di ance with federal law. I und nd that the persons or entiti ct to federal and state laws may revoke this authorizat or disclosed in reliance on	derstand that I do not have to sign ies that I have authorized to rece	inderstand that I may be charged in this authorization in order to live a copy of my protected health that they may use or disclose the rocation will not be applicable to
Signat	ure of Patient or Leg	al Representative:		
If signe P L T	arent of a minor child egal guardian of the p he appointed agent ur	an the patient, provide lega and I have not been denied atient (provide proof of guan nder an activated Health Ca	I periods of physical placement b rdianship).	oof and statement of incapacity).

### **Denial of Request for Access and/or Authorization for Disclosure of Protected Health Information**

Date:		_		
To:		_		
Address:		_		
	efully reviewed the request by protected health information (PH		_ dated	regarding access to or
Patient Name	<b>:</b> :			Date of Birth:
	le to grant all or part of this reque pleted on The infor			
1	The information requested wa		ticipation of, or	use in, a civil, criminal or
2	administrative action or proce The information requested wa of confidentiality and the acce information.	s obtained from someone oth		th care provider under a promise reveal the source of the
3	The information requested ma	ay not be released to you und	ler the following	g law
Denial for rea	asons 1, 2 or 3 are final and may	not be appealed.		
4	A licensed health care profess access requested is reasonab person.			
5		ional has determined, in the $\epsilon$	exercise of prof	
6	requesting the information, an	d a licensed health professio	nal has determ	e individual about whom you are lined, in the exercise of arm to the individual or another
	of the request for access to or dis- ding a written request to: Privacy Officer, Assistant Chi-		4, 5 or 6, you n	nay request a review of the
	Village of Waterford Fire and I 122 North Second Street Waterford, WI 53185			
access. We v	nate a licensed health profession vill promptly refer your request to eriod of time whether the denial is ded review official.	this designated review official	al. The review o	official will determine within a
	ofile a complaint in accordance wour determination.	rith our complaint procedures	s (available upo	n request) if you are not
Sincerely,				
Privacy Office	er er terford Fire and Rescue Departm	nent		

### **Request for Amendment of Protected Health Information**

Patient Name:			
Address:			
City:		State:	Zip Code:
Date of Birth:			
Information to Amend:			
Please check the field that represents the	e type of information you would like	to amend.	
Theade officer and field and represente an	o type of illionnation you trould like	to amona.	
Name	Marital Status		
Billing Address	Surrogate Decision Maker		
Mailing Address	Organ Donor		
Mailing Address Current Medical Condition Past Medical History	Other: Please describe		
Past Medical History			
Current Medications			
Allergies			
Amended Information:			
Reason for Amendment:			
Please specifically describe what information. Attach a separate s		eason for the amend	nent. Please ONLY list
The Village of Waterford Fire and Rescu	o Department in its capacity as a h	scalth care provider i	s entitled to perform and
bill for services based on all protected he			
time as the amended information becom			
notify you in writing as to the decision re		o accept your reques	t for amendment and will
riotily you in writing as to the decision re-	garanig your roquost.		
Your signature below indicates that you	have been informed of these terms	and to provide paym	ent, if required, to the
Village of Waterford Fire and Rescue De			
amendments you have made are effective			
Cinneture of Betient or Level Bennese	manatives.		
Signature of Patient or Legal Represe	ntative:		
(Signature of Patient or Legal Representative)	ont musicials land south sufficie		(Date)
If signed by a person other than the patie		l mla a a manuel Clare	<b>t</b>
	not been denied periods of physical	i placement by a cou	π.
Legal guardian of the patient (provi		, ,,	
	vated Health Care Power of Attorne		
Legal representative of a deceased	d patient (e.g., next of kin, personal	representative: provi	de proot).

### **Denial of Request for Amendment to Protected Health Information**

Date:	
To:	
Address:	
We have carefully reviewed the request by protected health information (PHI) for the following	dated for the amendment of the ng patient:
Patient Name:	Date of Birth:
Please be advised that we must deny your reque	est to amend this information at this time for the following reason(s):
This Fire/Rescue Department did not created to the original information is located at the control of the the information is not part of the Designate the information would not be available und the information is accurate and complete.  Other:	at:
Rescue Department. You may file your statemen choose not to file a statement of disagreement, y	itten statement of disagreement with the Village of Waterford Fire and it directly with the Privacy Officer at the address listed above If you you may request that we include your Request for Amendment of Health uest, with any future disclosures of the protected health information (PHI) ent.
	s or with the federal government if you disagree with our decision to deny complaint with the Privacy Officer at the following address:
Sincerely,	
Privacy Officer	

Village of Waterford Fire and Rescue Department

### Response to Statement of Disagreement with Denial of Request for Amendment of Protected Health Information

Date:		
o:address:		
	- -	
We have carefully reviewed the request by protected health information (PHI) for the follow		for the amendment of the
Patient Name:		Date of Birth:
Please be advised that we have received your "denial of your Request for Amendment of Prote statement of disagreement has been reviewed Department and the Medical Director.	cted health Information. Your initial reque	est, our letter of denial and your
After considering your initial request, our denial determined:	of the request and your statement of disa	agreement the following was
The initial Request for Amendment of Prowill be made. Please see the attached Acceptar additional information.		
Your request continues to be denied. You disagreement and our 2nd denial letter will be a		
Sincerely,		
Privacy Officer		

Village of Waterford Fire and Rescue Department

### Acceptance of Request for Amendment of Protected Health Information

Date:		
To:		
Address:		
We have carefully reviewed the request byprotected health information (PHI) for the following patient:	dated	for the amendment of the
Patient Name:		Date of Birth:
Please be advised that we have made the appropriate amendment request.	t to the PHI or record th	at was the subject of your
We are now requesting that you grant us permission to allow us to be shared. We will provide the amended PHI to those individuals you those persons or business associates that have such information a expected to rely on the amended PHI.	ou identify to us as hav	ring received the PHI as well as
Please identify to us any individuals you know of who may need the below giving us permission to provide them with the updated PHI. I		
Privacy Officer, Assistant Chief-EMS Village of Waterford Fire and Rescue Department 122 North Second Street Waterford, WI 53185 (262) 534-3911		
Sincerely,		
Privacy Officer Village of Waterford Fire and Rescue Department		
By my signature below, I hereby authorize the Village of Waterfor PHI that it may have about to the following identified that have a need for such information, provided such info	ring persons, and to oth	ers whom the Department has
Contact information for persons I know need the amended PHI:		
Signature of Patient or Legal Representative:		
(Signature of Patient or Legal Representative)  If signed by a person other than the patient, provide legal authority:  Parent of a minor child and I have not been denied periods of Legal guardian of the patient (provide proof of guardianship).  The appointed agent under an activated Health Care Power of Legal representative of a deceased patient (e.g., next of kin, part of kin,	f physical placement by of Attorney (provide pro	oof and statement of incapacity).

### **Request for Restriction of Protected Health Information**

Patient Name:			
Address:		State:	Zip Code:
Date of Birth:		State	Zip Code
treatment, payment or health care of (e.g. to family members, relatives, conceptived to agree to the above restrictions above. If we agree to the restriction writing. If an individual terminates the	st the restriction of uses and disclosures of properations; for the disclosure of PHI for the purclose friends); and for notification purposes or ictions, except when a patient agrees to pay do, we are bound by that agreement. An individual he restriction orally, we will document that term for communications by alternative means or a	rpose of involvement disaster relief purp lirectly for services, ual may terminate to mination. In additio	nt in the person's care oses. We are not we may not bill the the restriction in n, we must agree to
Restriction(s) Requested:			
Termination of Restriction Reque	ested:		
Signature of Patient or Legal Rep	resentative:		
Legal guardian of the patient ( The appointed agent under an	patient, provide legal authority: have not been denied periods of physical place	ement by a court.	
	FOR DEPARTMENT USE ONLY		
DATE REC'D	REQUEST ACCEPTED	REQUEST	DENIED
DATE REVIEWING OFFICIAL	NOTICE TO PT	SENT ON	

### **Thirty Day Extension**

Date:	
To:	
Address:	
We have carefully reviewed the request by	dated regarding
for the following patient:	
Patient Name:	Date of Birth:
us to extend this time period for an additional 30 days. extension in processing your request. This extension is	thin 30 days (60 days in some instances). Federal law also allows At this time, we are notifying you of the need for a thirty day necessary for the following reason:  ned or accessible to us on site, and we are working to obtain the
Other:	
We will fulfill the request or explain why we cannot fulfill	the request by
Sincerely,	
Privacy Officer Village of Waterford Fire and Rescue Department	

### **Accounting Log for Disclosures of Protected Health Information**

Patient Name:	
Date of Birth:	
disclosure of protected health information 1. To carry out treatment, payment 2. To individuals of PHI information 3. Incident to a permitted disclosur 4. Pursuant to an authorization per 5. For national security or intelligen	re per s. 164.502. r s. 164.508. nce purposes per s. 164.512(k)(2). w enforcement officials per s. 164.512(k)(5).
Any disclosure for a purpose other than Designated Record Set.	the above must be documented, and the disclosure must be kept in the patient's
The following disclosures were made for	r the patient listed above:
Date disclosed:	<del></del>
Requestor Name/Company/Title:	
Address of Requestor:	
Information Disclosed:	
Purpose of Disclosure:	
Authorized by Patient/Date	

Privacy Officer Signature

### Patient Accounting Request and Response Form

Patient Name:			
Address:			
City:		State:	Zip Code:
Date of Birth:			
An individual has the right to request ar for the six years prior to the date of the provide an accounting of uses and disc care operations, and for several other redisclosure(s) of PHI for the above patie	request. The Village of Waterfollosures associated with treatmeters as set forth in 45 CRF	ord Fire and Rescu ent and transport, o 164.528. I hereby r	e Department is not required to or for billing, payment or health request an accounting of the
Signature of Patient or Legal Representation	entative:		
(Signature of Patient or Legal Representative)  If signed by a person other than the pat  Parent of a minor child and I have  Legal guardian of the patient (pro- The appointed agent under an act Legal representative of a decease	e not been denied periods of ph vide proof of guardianship). tivated Health Care Power of A	uttorney (provide pr sonal representativ	oof and statement of incapacity).
Date disclosed:			
Requestor Name/Company/Title:			
Address of Requestor:			
Information Disclosed:			
Purpose of Disclosure:			
Authorized by Patient/Date			
Privacy Officer Signature			

### **Log for Processing Complaints About Privacy Practices**

Pursuant to 45 CFR 164.530, the Village of Waterford Fire and Rescue Department is required to document all complaints, and their disposition, if any.

Date Complaint Received:			
Patient Name:			
Address:			
City:	State:	Zip Code:	
Date of Birth:			
Description of Complaint:			
Disposition of Complaint:			
Privacy Officer:			
Village of Waterford Fire and Rescue Department			